

**District Government Agency**  
**FY05 4th Quarter Overall Performance Results Sheet**

Agency	Correspondence	E-Mail	US Mail	Voicemail	Responsiveness	Telephone	Staffing	Face To Face	% Passed	Tester Rating
Office on Aging	Yes	Yes	Yes	Yes	N/A	Yes	Yes	N/A	100%	5.0
Office Cable Television and Telecommunications	Yes	Yes	Yes	Yes	N/A	Yes	Yes	N/A	100%	5.0
District Department of Transportation	Yes	Yes	Yes	Yes	N/A	Yes	No	N/A	83%	4.0
Office on Asian and Pacific Islander Affairs	Yes	No	Yes	Yes	N/A	Yes	Yes	N/A	83%	4.0
Commission on Arts and Humanitie	Yes	Yes	No	Yes	N/A	Yes	Yes	N/A	83%	4.0
Risk Management	Yes	N/A	N/A	No	N/A	Yes	Yes	N/A	75%	4.0
Department of Human Services	Yes	Yes	No	No	N/A	Yes	Yes	Yes	71%	3.0
Department of Parks & Recreation	Yes	Yes	No	No	N/A	Yes	Yes	N/A	67%	3.0
Human Rights	Yes	No	Yes	No	N/A	Yes	Yes	N/A	67%	3.0
Emergency Management Agency	Yes	No	Yes	No	N/A	Yes	Yes	N/A	67%	3.0
Office of Zoning	Yes	Yes	Yes	No	N/A	Yes	No	N/A	67%	3.0
Department of Public Works	Yes	Yes	Yes	No	N/A	Yes	No	N/A	67%	3.0
Office of Planning	Yes	Yes	Yes	No	N/A	Yes	No	N/A	67%	3.0
Mayor's Suite	No	Yes	Yes	No	N/A	Yes	Yes	N/A	67%	3.0
Department of Fire and Emergency Medical Services	Yes	Yes	No	No	N/A	Yes	Yes	N/A	67%	3.0
Office of Contracting and Procurement	No	Yes	Yes	Yes	N/A	Yes	No	N/A	67%	3.0
Office Of Unified Communications	No	No	Yes	N/A	N/A	Yes	Yes	N/A	60%	2.0
Office of Veterans Affairs	No	N/A	Yes	Yes	N/A	Yes	No	N/A	60%	2.0
Deputy Mayor for Public Safety and Justice	Yes	N/A	Yes	No	N/A	Yes	No	N/A	60%	2.0
Office of Communications	No	N/A	Yes	Yes	N/A	Yes	No	N/A	60%	2.0
Police Compliant Review	N/A	No	Yes	Yes	N/A	Yes	No	N/A	60%	2.0
Metropolitan Police Department	No	Yes	No	N/A	N/A	Yes	Yes	N/A	60%	2.0
Office of the City Administrator	No	N/A	Yes	Yes	N/A	Yes	No	N/A	60%	2.0
Department of Consumer and Regulatory Affairs	No	Yes	Yes	No	N/A	Yes	No	Yes	57%	2.0
Citywide Call Center	N/A	N/A	N/A	N/A	N/A	Yes	No	N/A	50%	2.0
Department of Housing and Community Development	No	Yes	No	Yes	N/A	Yes	No	N/A	50%	2.0
Office on Latino Affairs	No	Yes	Yes	No	N/A	Yes	No	N/A	50%	2.0
Office of Property Management	No	Yes	Yes	No	N/A	Yes	No	N/A	50%	2.0
Child and Family Services	No	Yes	Yes	Yes	N/A	No	No	N/A	50%	2.0
Department of Mental Health	No	No	Yes	No	N/A	Yes	Yes	N/A	50%	2.0
Office of Labor Relations	No	N/A	Yes	No	N/A	Yes	No	N/A	40%	1.0
Office of the Chief Medical Examiner	Yes	N/A	No	No	N/A	Yes	No	N/A	40%	1.0
Lottery and Charitable Games Board	N/A	Yes	No	No	N/A	Yes	No	N/A	40%	1.0
Department of Employment Services	No	Yes	No	No	N/A	No	No	Yes	40%	1.0
Department of Insurance and Securities and Banking	No	Yes	No	No	N/A	Yes	No	N/A	33%	1.0
Office of the Chief Technology Officer	No	No	Yes	No	N/A	Yes	No	N/A	33%	1.0
Office of Local Business Development	No	Yes	No	No	N/A	Yes	No	N/A	33%	1.0
Public Library	No	No	Yes	No	N/A	Yes	No	N/A	33%	1.0
Public Service Commission	No	No	No	Yes	N/A	Yes	No	N/A	33%	1.0
Alcohol Beverage Regulation Administration	No	Yes	Yes	No	N/A	No	No	N/A	33%	1.0
Office of the Attorney General	No	Yes	Yes	No	N/A	No	No	No	29%	1.0
State Education Office	No	No	Yes	Yes	N/A	No	No	No	29%	1.0
Department of Health	No	No	No	No	N/A	Yes	No	Yes	29%	1.0
Office of Policy and Legislative Affairs	No	N/A	N/A	No	N/A	Yes	No	N/A	25%	1.0
Deputy Mayor for Operations	No	N/A	N/A	No	N/A	Yes	No	N/A	25%	1.0
Department of Motor Vehicles	No	Yes	No	N/A	N/A	N/A	N/A	No	25%	1.0
Office of the Chief of Staff	No	N/A	N/A	No	N/A	Yes	No	N/A	25%	1.0
Office of Children, Youth, and Families	No	N/A	No	No	N/A	Yes	No	N/A	20%	1.0
DC Sentencing Commission	N/A	No	No	No	N/A	Yes	No	N/A	20%	1.0
Office of the Chief Financial Officer	No	No	No	No	N/A	Yes	No	N/A	17%	1.0
Department of Corrections	No	No	No	No	N/A	Yes	No	N/A	17%	1.0
Office of Planning and Economic Development	No	No	No	No	N/A	Yes	No	N/A	17%	1.0
Office of the Secretary	No	No	No	No	N/A	Yes	No	N/A	17%	1.0
Office of the Inspector General	No	No	No	No	N/A	Yes	No	N/A	17%	1.0
Office of Tax and Revenue	No	No	No	No	N/A	No	No	Yes	14%	1.0
Office of Energy	No	N/A	No	No	N/A	No	No	N/A	0%	1.0
Taxicab Commission	No	No	No	No	N/A	No	No	N/A	0%	1.0
Office of Personnel	No	No	No	No	N/A	No	No	N/A	0%	1.0
Office of Community Affairs	No	N/A	No	No	N/A	No	No	N/A	0%	1.0
University of the District of Columbia	No	N/A	No	N/A	N/A	No	No	N/A	0%	1.0
Number Tested	56	45	55	55	N/A	59	59	8		
Number Passed	16	25	28	14	N/A	48	14	5		
Percentage Passed - FY05 4th QTR	29%	56%	51%	25%	N/A	81%	24%	63%		
N/A (Not Applicable) = Test not performed during reporting period.										
FY05 Comparison										
FY05 - 3rd Quarter Averages	28%	49%	39%	48%	14%	88%	25%	50%		
FY05 - 4th Quarter Averages	29%	56%	51%	25%	N/A	81%	24%	63%		
Variance	1%	7%	-12%	-23%	N/A	-7%	-1%	13%		